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OPTIMIZING TRAVEL MANAGEMENT THROUGH TECHNOLOGY

TronNEWS - Trondent's Quarterly Newsletter

Fall 2010 Edition



### What are our customers saying about us?

"We have used Trondent's [eTRAK](#) software for over a year and it has saved us a tremendous amount of time by having all of our unused e-tickets in one place for all to access. As an agency owner, I have a responsibility to each one of my clients to ensure that we utilize any outstanding credits in a timely manner. By using eTRAK, we are able to accomplish this effortlessly. Our clients also love the professional reports that we are able to offer them with eTRAK."

**Antonella Ballatori**  
President, Avia International  
Travel - North America

"In working with Trondent, KIE was looking to move towards more environmental responsibility. With the creation of a customized version of Trondent's [AirMAIL](#), [AirWEB](#) and eTRAK, KIE launched ki-eDocs for all its customers. The idea behind this was simple - eliminate over 5 tons of paper per year. KIE launched the Reduce-ology initiative with moves towards more awareness of how everyone can help save our planet. The ki-eDocs platform allowed KIE to



### Universal Traveler Profile Management

As I'm sure you can appreciate, travelers today have become increasingly frustrated by the fact they need to manage their travel profiles individually for multiple booking

applications. Imagine being able to offer them a private labelled profile management site where they can build and maintain **one master profile**. Then, with a single click, their profile is immediately synchronized to any number of global distribution systems and online booking tools, thus keeping their data uniform no matter where they book their travel.

ProFILER Express helps both you and your travelers maintain a more efficient and cost-effective profile management experience. The traveler has 24 x 7 secure access to their profile and travel professionals are no longer burdened with laborious profile management work. [More >>](#)

### Announcing a New AirWEB Authorizer Feature

In an ongoing effort to continuously improve Trondent's web-based, pre-ticketing authorization application, we are pleased to announce a highly relevant enhancement to AirWEB Authorizer that will include the final approver's e-mail address within the Status Line of the PNR.



Details of the approving party are already included within the web view and e-mail communications that travelers receive. However, there have been requests to expand approver documentation to the agent audience as well. The new enhancement will always display on the first line of the Status Lines and it will always reflect the final approver's decision/e-

also create many efficiencies in the workplace. Gone are the days of "I lost my invoice". Now, not only can travelers access their invoices online, companies can also do the same for their entire traveler base. And with eTRAK, they can assess if the traveler has an unused e-ticket. ki-eDocs has resulted in rave reviews from our clients!"

**Aash Shrivah**  
GM Corporate Sales, KIE /  
Kintetsu International

"The savings we have realized by implementing [AirWEB Authorizer](#), as opposed to competitor products, is substantial even after just several months. The product is flexible and we were able to customize it based on our needs. Training for our users, as well as for the agents who issue the travel authorizations, was fast and simple, which made the transition very smooth. Our users have adapted very quickly and we have very few questions or issues."

**Corporate Travel Manager**  
Multi-Billion Dollar Technology  
Company

"[eTRAK](#) has allowed us to provide comprehensive, correct data on unused tickets to our clients. We have been able to eliminate manual tracking for our unused electronic tickets, which has saved us countless hours of administrative work. Our clients love the reports and love that we are able to save them thousands of dollars a month in unused tickets that they did not even know they had outstanding."

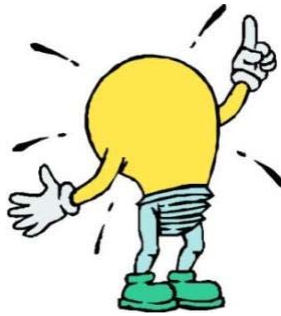
**Angela Cain**  
Traveler & Transaction Services  
Product Support, Rocky Mountain  
Region, Carlson Wagonlit Travel

**Want to know more?**

mail address.

This new feature is configurable at the PCC level, so if you are interested in activating this for your agents, please request it through [support@trondent.com](mailto:support@trondent.com). We are committed to providing our agency partners the tools necessary to stay fully informed on traveler approvals for more proactive troubleshooting and traveler servicing.

Stay tuned for more exciting new features and enhancements coming to AirWEB Authorizer soon. [More >](#)



### We'd Like to Pick Your Brain

We at Trondent pride ourselves on being very client and industry focused. Since our company was founded in 1994, our goal has been to provide travel professionals with relevant, time saving, cost effective, profit optimizing technology solutions. Here's where we need your help.

Do you have a manual process that you'd like to automate? Are your staff burdened with non revenue generating administrative tasks that you believe could be alleviated with technology? Would you like to offer your travelers an innovative tool that would provide them with a more efficient travel experience? What type of solution would you like to provide your corporate travel managers that would help them optimize their T&E spend?

[Click here to submit your ideas to Trondent](#). If we determine that it's a solution or service that the industry could benefit from, and if we decide to build it, we'll offer you a very enticing incentive as our launch customer. Thanks in advance for your valuable input!

### Our Business Credo...

#### *Prescription Without Diagnosis is Malpractice*

On a day-to-day basis, existing and prospective clients contact Trondent to help them resolve various travel-related business problems. Over the course of many years in the travel technology game, we have become very meticulous when it comes to: a) understanding your goals and objectives; b) clearly and thoroughly documenting your business requirements and c) recommending a solution based on a combination of industry best practices and our own experience.

Unless we thoroughly diagnose your problem, the thought of providing you with a prescribed solution wouldn't even cross our minds.

At the end of the day, we're interested in a win-win outcome. As our customer, we want to help you meet and exceed your ROI goals. From our perspective, we want to retain you as a satisfied customer for many years to come. When you consider that our client retention rate during our 15 years in business is well in excess of 95%... we must be doing something right.

For product and pricing information, or to schedule a live product webinar, please contact our business development manager, Brad Wierman, at (847) 898-9126 or [brad@trondent.com](mailto:brad@trondent.com).

Sincerely,

Theo Szymanski

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